

**OFFICIAL FILE**

Verizon Select Services Inc.

**ILLINOIS COMMERCE COMMISSION**

Application for a Certificate of  
Prepaid Calling Service Provider

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Docket No.

05-0413

**ORIGINAL**

ICC Office Use Only

Authority in the Entire State of Illinois

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

**APPLICATION FOR CERTIFICATE TO OBTAIN A  
"CERTIFICATE OF PREPAID CALLING SERVICE PROVIDER AUTHORITY"**

**GENERAL**

**1. Applicants Name (including d/b/a, if any)**

Verizon Select Services Inc.  
6665 N. MacArthur Boulevard  
Irving, TX 75039  
Phone: 972-465-4400  
Fax: 972-465-4894  
FEIN # 16-1337624

**Please complete the following with respect to the Applicant and Underlying Carrier:**

**2. Please provide the Applicant's toll-free customer service number.**

Toll-Free: 800-436-6617

**3. In what area or areas of the state does the Applicant propose to provide service?**

Verizon Select Services Inc. proposes to offer its services statewide throughout Illinois.

**4. Please attach a sheet designating contact persons to work with Illinois Commerce Commission Staff on the following:**

**Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.**

**(a) issues related to processing this application**

Connie M. Wightman, Consultant to Verizon Select Services Inc.  
Technologies Management, Inc.  
210 N. Park Avenue  
Winter Park, Florida 32789  
Phone: 407-740-8575  
Fax: 407-740-0613  
E-Mail: [cwightman@tminc.com](mailto:cwightman@tminc.com)

**(b) consumer issues**

Sarah Camario, Manager – Network Operations  
Verizon Select Services Inc.  
HQK02D90 – 6665 N. MacArthur Blvd.  
Irving, TX 75039  
Phone: 972-465-5227  
Fax: 972-465-4473  
E-Mail [scamario@vz-ld.com](mailto:scamario@vz-ld.com)

**(c) customer service complaint resolution**

Sarah Camario, Manager – Network Operations  
Verizon Select Services Inc.  
HQK02D90 - 6665 N. MacArthur Blvd.  
Irving, TX 75039  
Phone: 972-465-5227  
Fax: 972-465-4473  
E-Mail [scamario@vz-ld.com](mailto:scamario@vz-ld.com)

**(d) technical and service quality issues and compliance with service quality standards and remedies**

Sarah Camario, Manager – Network Operations  
Verizon Select Services Inc.  
HQK02D90 – 6665 N. MacArthur Blvd  
Irving TX 75039  
Phone: 972-465-5227  
Fax: 972-465-4473  
E-Mail [scamario@vz-ld.com](mailto:scamario@vz-ld.com)

**(e) “tariff” and pricing issues**

Eric R. Seatvet, Specialist – Channel Management  
Verizon Select Services Inc.  
6665 N. MacArthur Blvd.  
Irving TX 75039  
Phone: 972-465-4400  
Fax: 972-465-4894  
E-Mail [eric.seatvet@verizon.com](mailto:eric.seatvet@verizon.com)

**(f) security/law enforcement**

Michael L. Weithofer, Manager – Security  
Verizon Select Services Inc.  
1300 Columbus-Sandusky Road  
Marion, OH 43302  
Phone: 740-382-7043  
Fax: 740-382-7046  
E-Mail [michael.weithofer@verizon.com](mailto:michael.weithofer@verizon.com)

**5. Please check type of organization**

- |                                      |                                                 |           |
|--------------------------------------|-------------------------------------------------|-----------|
| <input type="checkbox"/> Individual  | <input checked="" type="checkbox"/> Corporation |           |
| <input type="checkbox"/> Partnership | Date Corporation was formed:                    | 12/7/1988 |
|                                      | In What State?                                  | Delaware  |
| <input type="checkbox"/> Other – LLC |                                                 |           |

**6. Submit a copy of articles of incorporation or other organization documents, a copy of any contract with any underlying carrier(s) and a copy of certificate of authority to transact business in Illinois.**

The Articles of Incorporation for Verizon Select Services Inc. is attached as Exhibit I.

**7. List jurisdictions in which Applicant is offering service(s).**

Verizon Select Services Inc. is authorized to provide resold interexchange telecommunications services nationwide.

**8. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- ☐ Yes  
☒ No

**9. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?**

- ☒ Yes (please describe fully)  
☐ No

Verizon Select Services Inc. is a large, nationwide carrier. As an active market participant, the Company receives and promptly processes complaints in all jurisdictions on a daily basis. Verizon Select Services Inc. has a track record in IL and has demonstrated that it provides quality service that meets or exceeds consumer expectations, with relatively few problems.

**10. Has Applicant provided service under any other name?**

- ☒ Yes (please provide list): GTE Communications Corporation;  
GTE Card Services Incorporated; GTE Interactive Services  
Incorporated.  
☐ No

**11. Is the Applicant seeking an expedited application pursuant to Section 13-404.1(b)?**

- ☒ Yes  
☐ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested.)

If YES, please provide the name of the underlying carrier(s) and the docket number of the underlying carrier(s) certification proceeding.

Pursuant to Section 13-404.1(b), Verizon Select Services Inc. is requesting an expedited application on the basis of the Illinois Commerce Commission's granting of a Certificate of Interexchange Authority to GTE Card Services, Inc, as provided in Order 95-0180, dated June 23, 1995 Please see Exhibit II for a copy of the above referenced Order.

**MANAGERIAL**

**12. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in narrative form, resumes of key personnel, or a combination of these forms.**

Please see Exhibit III for profiles of the Company's key personnel.

**13. List officers or principals of Applicant.**

The following individuals serve as officers and directors of Verizon Select Services, Inc

Name	Title
John D. Broten	Vice President
Anthony P. Gillman	Secretary
Robert Fitzmeyer	Treasurer

**14. Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?**

- ☐ Yes (is Yes, list entity.)  
☒ No

**15. How does Applicant propose to handle service complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)**

Customers may contact Verizon Select Services Inc. Customer Service Department directly to make inquiries or seek problem resolution. Verizon Select Services Inc. provides a toll-free number on all debit cards for Customer inquiries, which is available 24 hours a day, 7 days a week. Verizon Select Services Inc. responds to all complaints and inquiries promptly and makes reasonable investigations of all complaints. For service complaints that are not resolved during the initial Customer contact, the Customer Service representative will refer the complaint to a supervisor. If the supervisor is unable to resolve the complaint, it will be escalated to the Customer Relations office for resolution.

**16. Does Applicant currently maintain service quality standards?**

- ☒ Yes
- ☐ No

**If YES, please attach what those standards are, any credits that may be issued for failures and how customers are notified.**

Verizon Select Services Inc. maintains service quality standards in the provision of prepaid calling service with a focus on Customers satisfaction. Examples include the following:

- A policy to issue a courtesy credit for any customer with a complaint on any call of less than 60 seconds, regardless of the reason.
- For call quality complaints on calls of less than 3 minutes, it is Verizon Select Services Inc.'s policy to issue a courtesy credit. Issuance of credit for call quality complaints is assessed on a call-by-call basis by our Customer Service personnel.
- \$5, \$10 or \$20 Courtesy Calling cards are issued at the discretion of the Floor Supervisor to disperse to inconvenienced customers as needed.
- All credits issued on Verizon Select Services Inc. calling cards are immediately returned to the balance of the calling card for the customer's use.

**17. Will personnel be available at Applicant's business office during regular working hours to respond to customer inquiries about service or billing?**

- ☒ Yes
- ☐ No

**18. What telephone number(s) would a customer use to contact your company (other than the toll-free customer service number provided in response to question 1)?**

Phone: 972-465-4400

**19. Is Applicant aware that it must file tariffs prior to providing service in Illinois?**

- ☒ Yes
- ☐ No

**FINANCIAL**

**20. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.**

Please see Exhibit IV for the Company's financial information.

**TECHNICAL**

**21. Does Applicant utilize its own equipment and/or facilities?**

- ☐ **Yes (if Yes, please list the equipment and/or facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)**
- ☒ **No (If No, which facility provider(s) services does the Applicant intend to use:**

Verizon Select Services Inc. utilizes XO Interactive, Qwest, MCI, Xtension, Telus, Intelco, IDT, Comoretel, Phone 1, Ibasis and GSI as the underlying transport providers.

**22. Please describe the nature of prepaid service to be provided (e.g., general service, location specific service, discounted rates for specific countries, etc.).**

Verizon Select Services Inc. offers prepaid services through their prepaid calling cards offered in varying amounts. Purchasers of the cards will have the ability to originate calls from residential, business and payphones. These Customers will be able to terminate calls to over 290 countries.

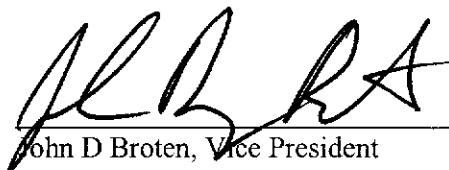
**23. Will technical personnel be available at all times to assist customers with service problems?**

- ☒ **Yes**
- ☐ **No**

Verizon Select Service Inc. will have technical personnel available 24 hours a day, 7 days a week to assist customers with service problems.

**24. Please attach a copy of the front and back of any prepaid calling cards Applicant currently sells.**

See Exhibit V.



John D. Broten, Vice President

# VERIFICATION

This application shall be verified under oath.

## OATH

STATE OF VIRGINIA

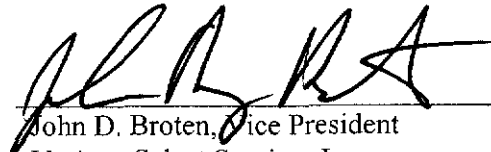
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COUNTY OF ARLINGTON

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John D. Broten, makes oath and says that he is the Vice President of Verizon Select Services Inc.; that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

  
John D. Broten, Vice President  
Verizon Select Services Inc.

6-28-2005  
Date:

Subscribed and sworn before me this 28<sup>th</sup> day of June 2005.

  
(NOTARY PUBLIC)

My Commission  
expires on:

October 31, 2008

